

Yanta, Judy

ATK

From: Jim Eddings [jime@acmeserv.com]
Sent: Monday, November 05, 2001 2:53 PM
To: ASKDOJ
Subject: USDOJ Comments- Microsoft Settlement

I applaud you for settling the Microsoft case, but wish to present one caveat.

More and more they are requiring their users to sign up for their Passport service to function with their other, unrelated products. This requires users to register with them, whether they want to or not. For example, users of some Microsoft game software are required to use Passport before the Microsoft technical support will even answer their email, even though the two products have nothing to do with each other. I know many Microsoft software users who are avoiding newer products so they will not have to register with Passport. The Passport service has suffered from documented security problems.

I implore you to build into your settlement language that would prevent Microsoft from forcing their users into this or any other product or service for any reason, and specifically forbids this from being a requirement for technical support on any product except itself.

Microsoft has been moving toward subscription licensing to lock in their revenue stream even while their anti-trust case is going on, and these Passport requirements are appalling. It appears they are trying to prevent us from using anyone else's software with this practice!

Thank you very much for your consideration,

Jim Eddings
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(long-time Microsoft customer who loves the products and who is becoming very disgusted with their business practices)

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